

## CLIENT SERVICES CHARTER

### Our service commitment to you

#### About us

*Interact Australia, is a successful and innovative not-for-profit organisation.*

Interact Australia is committed to being a place for exciting ideas and inspiring experiences. The main focus of our work is in making a positive difference to the everyday lives of individuals in the community through Personalized Support, Employment & Training, Community Hubs, Recreational Programs, Interact Arts and Respite programs.

We value every person by acknowledging and respecting their individuality, by listening and hearing, by inspiring action and change, by creating connections to achieve social inclusion and equality.

#### Our commitment to you

We want to provide you with the highest quality of service that we can. We will listen to and work with you to make sure that you get the help and assistance that is available and right for you.

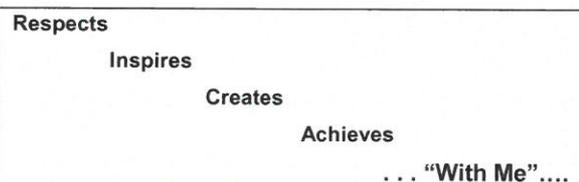
***This document tells you what you can expect from Interact Australia and our employees.***

***It also tells you what you can do to help us give you the best service we can.***

#### What you can expect of us

We will:

- Make it easy for you to contact us
- Help you to apply for or use our services
- Tell you about your rights and responsibilities
- Do the things we will say we will do, like getting back to you when we say we will
- Be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity
- Protect your personal information and only use it for the right reasons
- Provide you with advice on other support that may be available
- Involve you in discussions about the services you can access, and support you to have a say
- Tell you about any decision that affects you and the reasons for our decision
- Tell you how you can provide feedback or how you can make a complaint



### Our offices and services

We will do everything we can to:

- Make our offices and services welcoming, safe and accessible
- Respond to any concerns you have about our offices, services or your safety

### How you can help us

You can help us provide you with a better service if you or your support person were to:

- Give us complete and accurate information
- Tell us if your situation or things in your life have changed or might be about to change
- Treat our employees with respect and courtesy
- Do the things you have agreed to do like keeping appointments with us, or letting us know if you can't attend appointments
- Nominate a support person to assist you in dealing with us, if you need to
- Respect our property and other people using the services
- Give us honest feedback about our services

### Feedback and complaints

*We welcome feedback on our services.*

It helps us to understand your experience and to better meet your needs. We also know that you may want to make a specific complaint about our service. You can provide feedback or make a complaint to your support worker, staff contact or your local office.

### **Making a complaint**

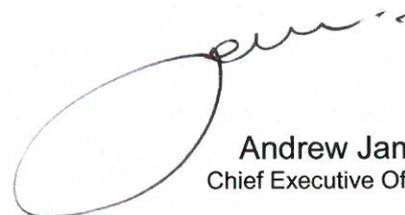
*We want to resolve complaints openly, honestly and quickly.*

If you want to make a complaint you should talk to your support worker or a staff member in the first instance. They will tell you what you need to do, how your complaint will be managed, and when to expect a response.

We will respond to your complaint within 14 days, or earlier if required. If you are not satisfied with our response you can ask the corporate head office to review your complaint.

If you are still not satisfied with our response after the corporate head office review, you can ask the Quality and Compliance department to review your complaint. The Quality and Compliance department can be contacted at [compliance@interactaustralia.com.au](mailto:compliance@interactaustralia.com.au)

The Quality and Compliance department will coordinate the response across the department and get back to you regarding the outcome and other options for dealing with the complaint, such as contacting external complaint oversight bodies.



Andrew James  
Chief Executive Officer

